

Try again once you are ready
Grade received 60%
To pass 80% or higher
Try again

1. To pass this practice quiz, you must receive at least 80%, or 4 out of 5 points, by completing the activity and answering corresponding quiz questions. You can learn more about the graded and practice items in the [Course Overview](#)^[↗].

1 / 1 point

Activity Overview

In this activity, you will complete a closeout report summarizing the Sauce & Spoon menu tablet rollout project.

Scenario

Review the scenario below. Then complete the step-by-step instructions.

The Sauce & Spoon tablet rollout is now complete! Peta is finalizing the project by creating a closeout report that details the project's goals, the approach for carrying out the project, and its key accomplishments. Completing the project closeout report is especially important because Sauce & Spoon has just hired a second project manager, Molly Edwards, to help Peta oversee the tablet rollout at the remaining restaurant locations. Molly will reference Peta's closeout report as she onboards and begins planning her own projects.

Step-By-Step Instructions


Step 1: Access the template

To use the template for this course item, click the link below and select "Use Template."

Link to template: [Closeout Report](#)^[↗]

OR

If you don't have a Google account, you can download the template directly from the attachment below.

 [Activity Template - Sauce & Spoon Closeout Report](#)
DOCX File

Step 2: Access the supporting materials

The following supporting materials will help you complete this activity. Keep them open as you proceed to the next steps. Review the supporting materials for this activity in the Resources section. Each link below will open a new Coursera tab.

- [Test Launch Customer Survey Results](#)^[↗]
- [Post Project Launch Check-in](#)^[↗]

Note: To review supporting materials introduced in earlier activities, you can find them in the [Resources section](#)^[↗].

Step 3: Review the supporting materials

Review the supporting materials for this activity. First, review the customer survey results from the test launch so you have a sense of the overall customer experience. Then review the email exchange that details the results of the rollout. You will use the information from these materials to create the closeout report.

Step 4: Add the project summary and methodology to the closeout report

Use the information from the email exchange, the customer survey results, and other project documentation to fill out the project summary and methodology sections of the closeout report.

For the project summary, briefly describe the project and explain the desired results, including some of the key success criteria.

For the methodology, briefly describe the project management approaches and/or processes used during this project. For example, were any traditional or agile processes used? If so, during which parts of the project were these approaches applied?

Step 5: Add key accomplishments, lessons learned, and next steps to the closeout report

Use the information from the email exchange, the customer survey results, and other documentation to fill out the key accomplishments, lessons learned and next steps sections of the closeout report

For key accomplishments, address the following:

- Did the project achieve the initial goals?
- Were problems solved and eliminated?
- Does the final project deliverable meet or beat requirements?

For lessons learned, address the following:

- What were things that went well and things that didn't go well, across the different parts of the project?
- Were there unforeseen benefits or consequences?
- What processes did not work well? Why?
- Were there any key problems and what were the effects?

For next steps, address the following:

- Is there any ongoing maintenance or development?
- Are there any open action items for post-project close?
- Are there any risks that could become issues if not addressed in the next quarter, etc.?
- Who will own the project going forward? Do you have any recommendations for future project managers

Step 6: Link relevant documents to the project documentation archive

Finally, link key project documentation that will be useful for future project managers or stakeholders to reference. The documents include the project proposal, project charter, project plan (located in the [Resources section](#)^[↑]), and evaluation findings presentation.

Pro Tip: Save the template

Finally, be sure to save the template you used to complete this activity for further practice or to use in your own personal or professional projects. These templates will be useful as you put together a portfolio of project management artifacts that you can speak to in an interview to demonstrate your experience to potential employers.

What to Include in Your Response

Be sure to include the following sections of your closeout report:

- Project Summary section
- Methodology section
- Key Accomplishments section
- Lessons Learned section
- Next Steps section
- Project Documentation Archive section

Did you complete this activity?

☒ Yes

☐ No

✓ Correct

Thank you for completing this activity! A closeout report can help inform future projects, making it a great resource for any organization. Review the quiz feedback below to find out how you did.

2. Which of the following are good sources of information to help you assess the outcome of the tablet rollout project? Select all that apply. 0.75 / 1 point

- ☒ Feedback from the project retrospective review
- ☒ Correct
This is a good source of information because it tells you about processes that can be used to plan future projects.
- ☒ Customer satisfaction survey data
- ☒ Correct
This is a good source of information because it tells you how customers reacted to the new tablets.
- ☒ Guest comments overheard by a member of the waitstaff
- ☐ This should not be selected
Comments that are overheard are not reliable or measurable, so they are not a good source of information about the project outcome.
- ☒ Data reports generated by the tablet software
- ☒ Correct
These are good sources of information because they tell you about tablet functionality and other metrics related to project goals.

3. According to the information in the closeout report template, the survey results, and Peta's check-in e-mail, which three major areas improved as a result of the test launch? 0 / 1 point

- ☐ Simplifying tablet navigation, rebranding the menus, and installing more tablets
- ☐ Installing more tablets, decreasing expenses by \$3000, and rebranding the menus
- ☒ Decreasing table turn time, decreasing food waste, and improving vendor relationship management
- ☐ Decreasing table turn time, simplifying tablet navigation, and decreasing food waste
- ☐ Incorrect
Vendor relationship management is not one of the areas that improved. Consider how the team made the tablets easier to use.

4. Which of the following next steps are appropriate for the closeout report? Select all that apply. 0.75 / 1 point

- ☒ Continue to survey and solicit feedback from guests
- ☒ Correct
Continuing to collect feedback is a reasonable next step for the closeout report.
- ☒ Plan to open additional Sauce & Spoon locations

☐ This should not be selected
Opening additional restaurant locations is outside the scope of the closeout report. Consider how Sauce & Spoon can continue to build on the success of the tablet project.

☒ Plan to roll out tablets at other locations

☒ Correct
Introducing tablets to other locations is a reasonable next step for the closeout report.

☒ Continue to improve order accuracy

☒ Correct
Continuing to improve order accuracy is a reasonable next step for the closeout report.

5. What goals did the team achieve by implementing feedback from the test launch project? Select all that apply.

0.5 / 1 point

☒ Reduce food waste by 25%

☒ Correct
The test launch did reduce food waste by 25%.

☒ Reduce the cost of menu items by 5%

☐ This should not be selected
This was not one of the project achievements. Consider how the tablet test launch helped Sauce & Spoon reach its business goals.

☒ Reduce daily guest count by 10%

☐ This should not be selected
This was not one of the project achievements. Consider how the tablet test launch helped Sauce & Spoon reach its business goals.

☒ Reduce table turn time by 30 minutes

☒ Correct
The test launch did reduce table turn time by 30 minutes.